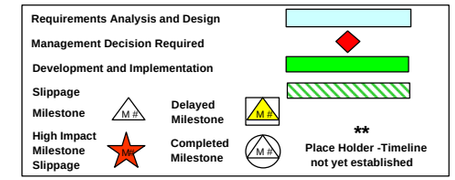
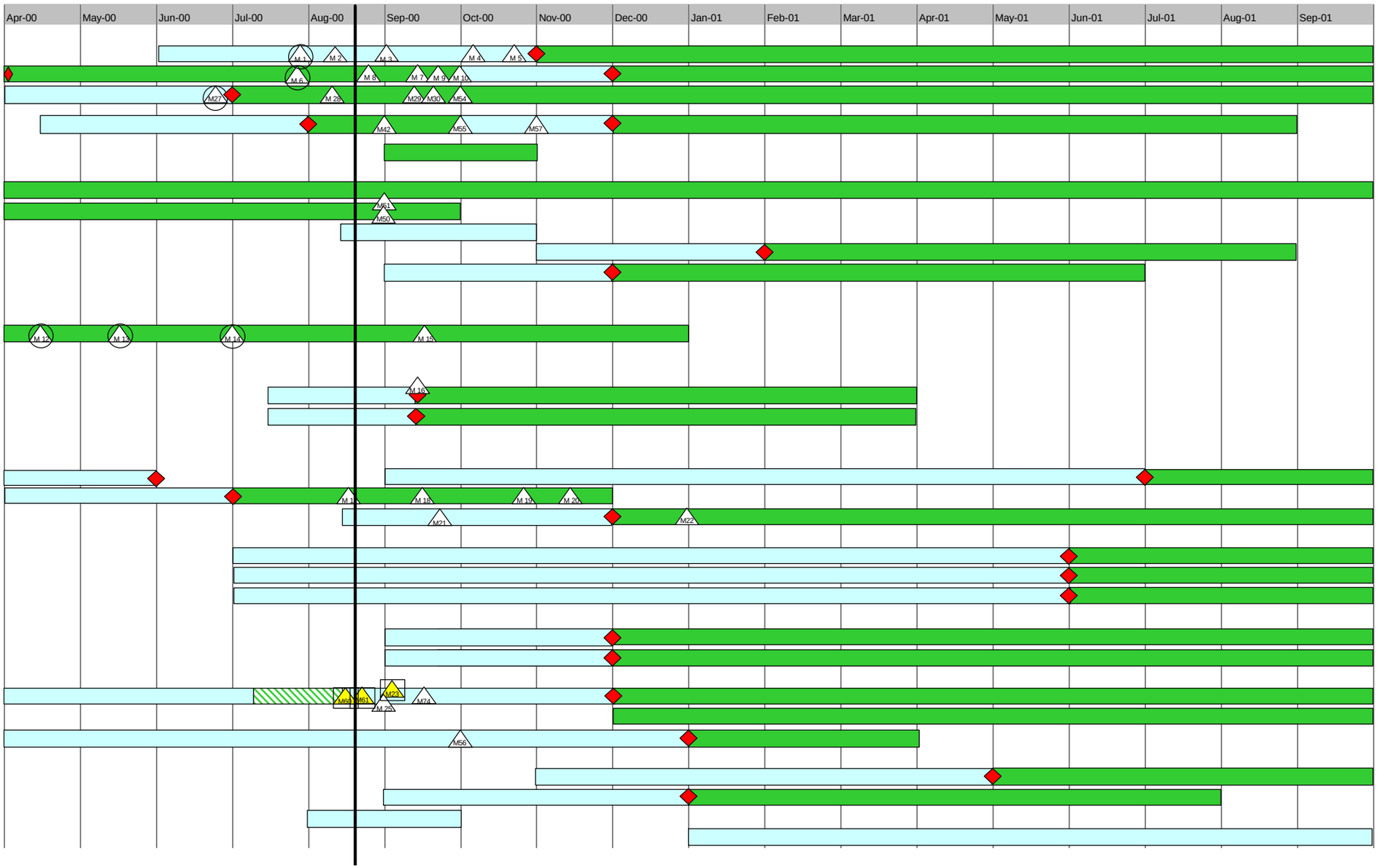
The Modernization Blueprint Sequencing Plan





- **I. Enterprise-Wide**
  - A. CRM Requirements Development
  - B. Intranet
  - C. Web Portal (Schools, Students, Financial Partners)
  - D. Data Warehouse (Schools, Students, Financial Partners)
  - E. Single Identifier - Planning and Solution
  - F. Program Management Office
    1. PMO
    2. Implementation Excellence
  - G. Document Management
  - H. Single Sign On
  - I. Electronic Imaging
- **II. Students**
  - A. Enhanced Aid Awareness
    1. Enhanced Outreach Services (Products & Services)
    2. Single Student Account **
  - B. Enhanced Aid Application
    1. Enhanced FAFSA on the Web Redesign
    2. FAFSA Redesign (ED Express / PIN/ACES)
  - C. Enhanced Loan Servicing
    1. Repayment
       - a) Direct Loan Servicing Reengineering
       - b) CDS Simplification
       - c) E-Servicing (Future)
    2. Enhanced Loan Consolidation
       - a) Reengineering Direct Loan Consolidation
       - b) Incorporate Electronic Signature
       - c) Enhanced Lender Process
    3. Enhanced Debt Collection
       - a) Debt Collection Reengineering
       - b) Portfolio Management
- **III. Schools**
  - A. Common Aid Orig. and Funds Disbursement
    1. COD Implementation
  - B. IFAP Replatforming
  - C. Schools History View **
  - D. Integrated Schools File
  - E. Replatforming of Campus Based System
  - F. CRM/Call Centers -- Quick Hits
  - G. Electronic Financial Statement Reporting

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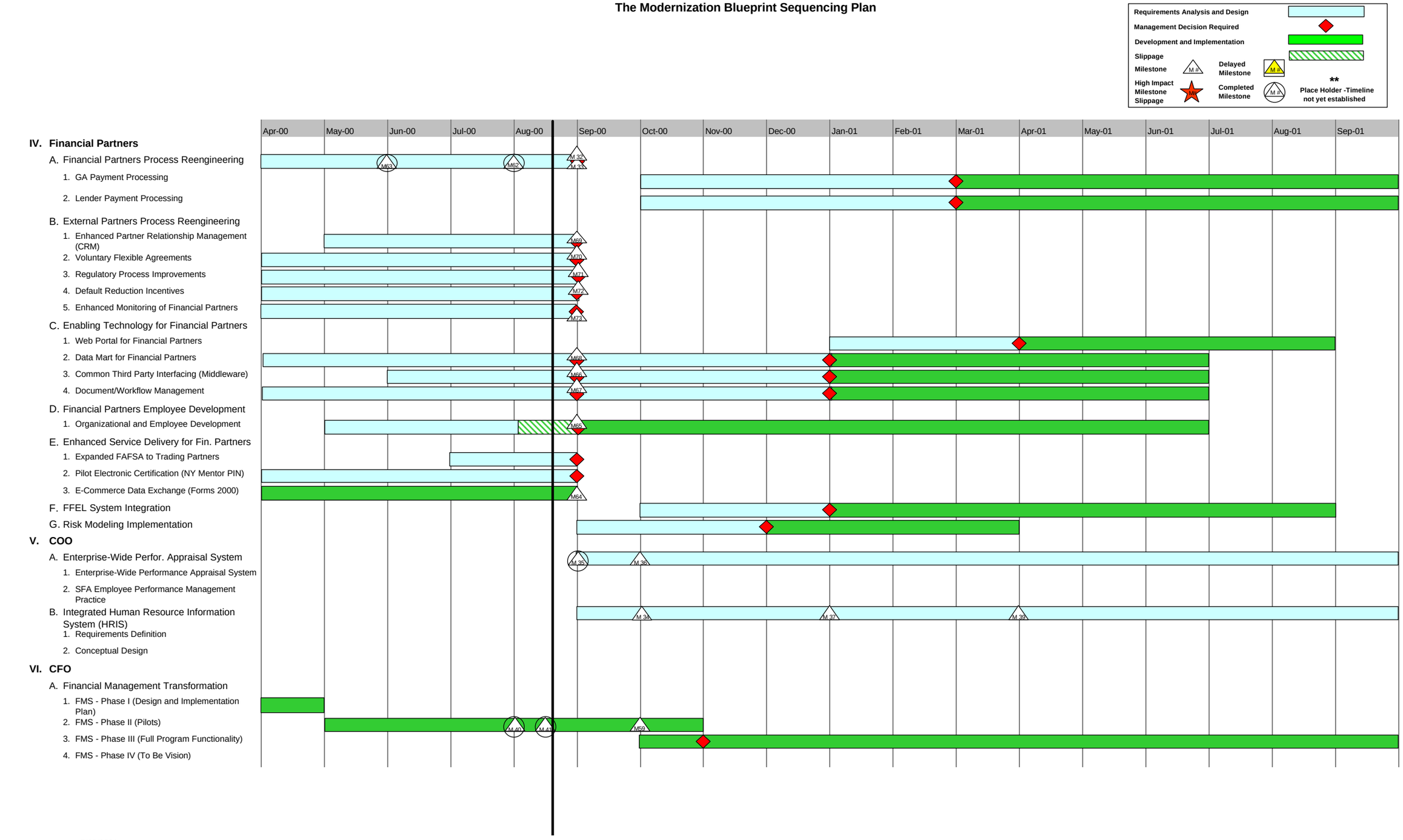

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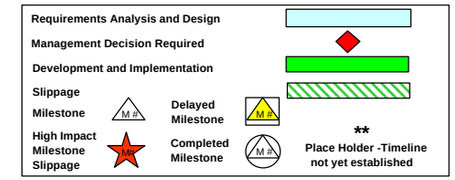

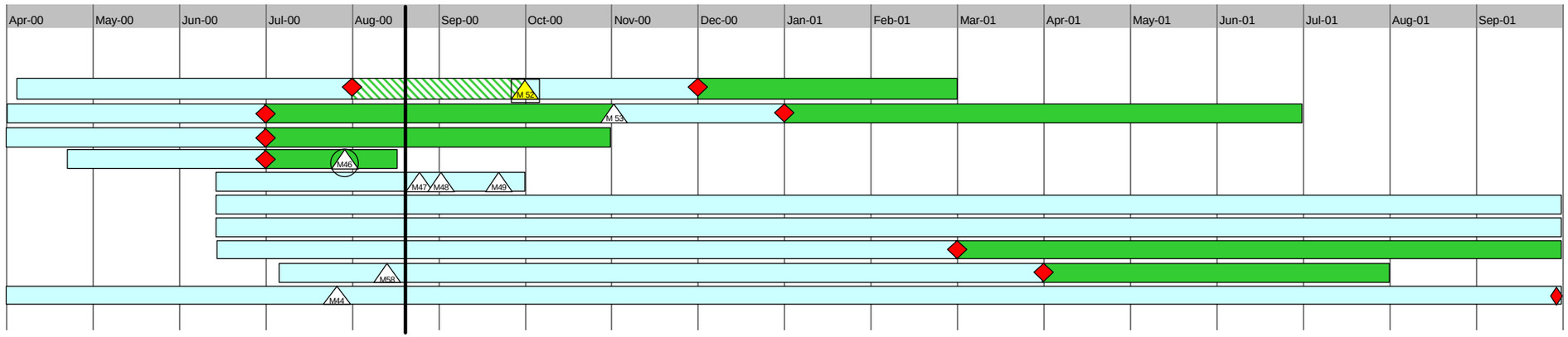

VII. CIO

A. Cross Channel Enabling Technology
   1. Advanced Call Center/Relationship Management (Ombudsman)
   2. Enterprise Architecture Integration
   3. Content Management
   4. Information Security

B. Enterprise IT Architecture
   1. Systems Architecture
   2. Data Architecture
   3. Security Architecture
   4. Digital Certificate Security

C. IT Methods and Standards

D. TIV WAN Simplification Delivery **